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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/632,517	07/31/2003	Paulo Matos	U1656-00007	4344
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EXAMINER				
ARMSTRONG, ANGELA A				
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

10/632,517

Applicant(s)

MATOS ET AL.

Examiner

ANGELA A. ARMSTRONG

Art Unit

2626

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 18 February 2009.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 42-70 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 42-70 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SG/US)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____

DETAILED ACTION

1. This Office Action is in response to the remarks filed February 18, 2009.
2. Claims 42-70 are pending.

Claim Rejections - 35 USC § 103

The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

3. Claims 42-47, 49, 52-53, 55-59, and 61-70 are rejected under 35 U.S.C. 103(a) as being unpatentable over Britton (US Patent No. 4,785,408) in view of Anderson et al (US Patent No. 7,240,297).
4. Britton discloses a method and apparatus for generating computer-controlled interactive voice services.

Regarding claims 42, 61-66 and 67, Britton discloses a system for composing dialogs to be executed for providing and receiving information to and from remote human subjects by telephone, comprising: at least one programmed processor coupled to a memory and to an operator interface, wherein the processor is programmed to compose and store a dialog under control of a human configuror (col. 4, line 42), which dialog is thereafter executable to accomplish input and output operations (col. 4, lines 24-32) over a telephone network (col. 4, lines 24-32) between a remote subject and a data repository (col. 4, lines 11-42); wherein the processor is programmed to offer for selection by the configuror and to accept selections via the operator interface, a plurality of dialog components and applicable options, wherein said dialog

components have predefined behaviors that interact with one another, with the subject and with the data depository, according to said selections of the dialog components, a sequence of the dialog components and selected said applicable options (Figure 5; col. 9, line 1 to col. 10, line 23; col. 10, line 27 to col. 14, line 18); and whereby the configuror can assemble an operational dialog using the processor (col. 4, line 11 to col. 8, line 4; col. 9, lines 1 to col. 14, line 18) and the configuror need not understand specifics of the behaviors and interactions of the dialog components (col. 5, lines 46-67). Britton does not disclose presenting a wizard to provide step-by-step instructions and accept responses to constrain subsequent instructions to compose the dialog components. However, providing a user with a wizard interface with step-by-step instructions was well known so as to assist the user with completing a software/computer implemented task. Anderson describes a system for providing user assistance in utilizing a computer program is disclosed that provides the capability for combining an active display of the past, current, and future steps in an ongoing process with a series of associated decision panels and forms to be completed in order to carry out the steps (Figures 5-11; col. 2, line 48 to col. 3, line 30; col. 6, line 51 to col. 9, line 18). Therefore, it would have been obvious to one of ordinary skill at the time of the invention modify the system of Britton to implement the user assistance of Anderson, for the purpose of assisting the user with completing the windows based dialog generating task, as was well known in the art.

Regarding claims 43 and 68, Britton discloses the behaviors of the dialog components comprise: at least one data repository access operation for at least one of storing and retrieving data that is particular to a subject (col. 8, lines 5-21); at least one audio playback behavior for one of reading and recording an audio clip for a subject, and at least one remote data input

operation for accepting a subject-specific input value (col. 5, lines 10-14; col. 7, line 57 to col. 8, line 4; col. 18, line 34 to col. 19, line 15); at least one data storage operation for storing a subject-specific output value (col. 8, lines 5-21).

Regarding claim 44, Britton discloses the behaviors of the dialog components further comprise at least one conditional operation (col. 6, lines 49-59) wherein an executed sequence of the dialog components is varied according to at least one of said data that is particular to the subject, said subject-specific input value (col. 18, lines 24-33), and a value that is derived using at least one of said data and said input value.

Regarding claims 45 and 70, Britton discloses the behaviors include at least one predefined said conditional operation (col. 4, lines 11-22; col. 5, lines 10-14; col. 7, line 57 to col. 8, line 4; col. 18, line 34 to col. 19, line 25) comprising distinguishing among an answering machine remote subject response, a human remote subject response, a response of a predetermined human versus a response of an unknown human, and a lack of response determined from at least one of a continued ringing, detection of a busy signal, and silence.

Regarding claim 46, Britton discloses the behaviors include at least one predefined said conditional operation (col. 4, lines 11-22; col. 5, lines 10-14; col. 7, line 57 to col. 8, line 4; col. 18, line 34 to col. 19, line 25) comprising prompting for a response from the remote subject and distinguishing for at least one expected possible response from the remote subject versus a different response from the remote subject.

Regarding claims 47 and 69, Britton discloses the behaviors include at least one predefined said conditional operation (col. 4, lines 11-22; col. 5, lines 10-14; col. 7, line 57 to col. 8, line 4; col. 18, line 34 to col. 19, line 25) comprising distinguishing among at least two

potential expected audio responses and an unexpected response, and wherein said responses comprise at least one of audio and numeric tone signals.

Regarding claim 49, Britton discloses the options (col. 5, line 50 to col. 8, line 22) include at least one policy option relating to outgoing communications, comprising an automated schedule affecting at least one of execution time and execution date for a behavior; a maximum number of repeated attempts of a dialog; and, a maximum number of calls to be delivered concurrently.

Regarding claim 52, Britton discloses the options (col. 5, line 50 to col. 8, line 22) include at least one policy option comprising: a maximum number of repeated attempts of a behavior within a dialog; and, a selection among alternative audio playback messages.

Regarding claim 53, Britton discloses the options (col. 5, line 50 to col. 8, line 22) presented for selection by the configurator comprise associating at least one said policy option with a subset of the remote human subjects determined by information regarding said remote human subjects from the data depository.

Regarding claim 55, Britton discloses the conditional operation comprises (col. 5, line 50 to col. 8, line 22; col. 9, line 1 to col. 14, line 18; col. 17, line 14 to col. 19, line 25) at least one of: if/then conditional execution of a behavior determined according to a variable value determined from at least one of said data that is particular to the subject, said subject-specific input value, and a value that is derived using at least one of said data and said input value; looping execution of a behavior determined according to said variable value; establishing error conditions arising from one of presence and absence of said variable value; and, repeating execution of a behavior upon one of presence and absence of said variable value.

Regarding claim 56, Britton discloses the conditional operation (col. 5, line 50 to col. 8, line 22; col. 9, line 1 to col. 14, line 18; col. 17, line 14 to col. 19, line 25) comprises varying execution of a behavior as a result of a comparison of said variable value to one of another variable value and a constant value.

Regarding claim 57, Britton discloses the processor is programmed to offer to the configuror at least one composed dialog having a function provided by a sequence of said behaviors (Abstract; col. 4, line 11 to col. 8, line 4; col. 9, line 1 to col. 14, line 18).

Regarding claim 58, Britton discloses (col. 6, line 65 to col. 7, line 10; col. 17, lines 14-24) the function comprises at least one of: attempting telephone communications with a list of remote subjects by telephone number; confirming establishment of a connection to a telephone number expected for a given remote subject; distinguishing between a connection with a human and a connection with an automated answering device; reading out at least one data value for potential confirmation by the remote subject as accurate; providing to the remote subject an option of at least two potential choices and recording a choice of the subject in the data repository; looping through a given sequence of behaviors; retrying upon detection of at least one error condition; and transferring the connection.

Regarding claim 59, Britton discloses (col. 6, line 65 to col. 7, line 10; col. 17, lines 14-24) the processor is programmed to offer to the configuror for selection at least one composed dialog having a function provided by a sequence of said behaviors that comprise at least one of: attempting telephone communications with a list of remote subjects by telephone number; confirming establishment of a connection to a telephone number expected for a given remote subject; distinguishing between a connection with a human and a connection with an automated

answering device; reading out at least one data value for potential confirmation by the remote subject as accurate; providing to the remote subject an option of at least two potential choices and recording a choice of the subject in the data repository; looping through a given sequence of behaviors; retrying upon detection of at least one error condition; and transferring the connection.

6. Claims 48 and 60 are rejected under 35 U.S.C. 103(a) as being unpatentable over Britton in view of Anderson and further in view of McCarthy (US Patent No. 7,003,079).

7. Regarding claims 48 and 60, the combination of Britton and Anderson does not specifically teach the operation of the dialog includes generating and storing a dialog creation summary or a call report summary. McCarthy discloses (col. 2, line 35 to col. 6, line 32) an apparatus and method for monitoring the performance of an interactive voice response (IVR) system used by an automated call processing center generates logs of call activity, determines routing information from the logs, and determines at least one quantity correlated to a true intention of callers. A performance model of the IVR system is generated from the logs. The logs, the routing information, the quantity correlated to the true intention of the callers, and the performance model are analyzed to determine a performance value of the IVR system, which is used to monitor the IVR system. McCarthy specifically teaches the system is beneficial in evaluating the usability and cost-effectiveness of the telephone user interface by quantifying usability problems and justifying the cost of improving the user interface (col. 2, lines 35-44). Therefore, it would have been obvious to one of ordinary skill at the time of the invention to modify the system of Britton to implement dialog summaries and/or call report summaries as

taught by McCarthy, for the purpose of evaluating the usability and cost-effectiveness of the telephone user interface, as suggested by McCarthy.

8. Claims 50, 51 and 54 are rejected under 35 U.S.C. 103(a) as being unpatentable over Britton in view of Anderson and further in view of Eberle (US Patent No. 6,850,603).

9. Regarding claims 50 and 51, the combination of Britton and Anderson does not specifically teach an option to include at least one policy option relating to incoming communications, comprising an automated schedule affecting execution date for a behavior. Eberle discloses a system and method for creation and automatic deployment of personalized, dynamic and interactive voice services, including information derived from on-line analytical processing (OLAP) systems and other data repositories, to allow for personalized delivery of information in real-time, via natural language voice communication with a voice-enabled terminal device. The system and method combines personalized information broadcast technology with an active voice page. An active voice page is created by the system, stored in a call database and used to generate dynamic voice menus. A call server retrieves the AVP from the call database and delivers the content of the service by dialing a subscriber's telephone number, speaking message text to the subscriber and recording the subscriber's input in response to the call menus. The system also allows the creator or user to specify when the voice service is to be executed. A user may schedule a voice service to execute according to the date, the time of day, the day of the week, etc. and thus, the scheduling condition will be a date, a time, or a day of the week, either one time or on a recurring basis. In the case of an alert service, discussed in more detail below, the scheduling condition will depend on satisfaction of one or more

conditions. It would have been obvious to one of ordinary skill at the time of the invention to modify the system of Britton to implement an automated schedule affecting execution date for a behavior, as suggested by Eberle, for the purpose of providing alerts to a user for the delivery of information to the voice services subscriber, as suggested by Eberle.

Regarding claim 54, Britton discloses the options (col. 5, line 50 to col. 8, line 22) presented for selection by the configuror comprise associating at least one said policy option with a subset of the remote human subjects determined by information regarding said remote human subjects from the data depository.

Response to Arguments

10. Applicant's arguments filed 2/18/09 have been fully considered but they are not persuasive. Applicant argues a routine combination Britton and Anderson would not meet all the aspects of applicant's invention claimed as a whole. Applicant also argues it cannot be considered routine or obvious to modify a combination of Britton and Anderson in such a way as to meet applicant's claims, because such a combination would eliminate the very aspects that the cited references teach to be beneficial, and a modification that is contrary to the teachings of cited references cannot be deemed obvious from those references. In response to applicant's argument that a combination of the references would eliminate the very aspects that the cited references teach to be beneficial, the test for obviousness is not whether the features of a secondary reference may be bodily incorporated into the structure of the primary reference; nor is it that the claimed invention must be expressly suggested in any one or all of the references.

Rather, the test is what the combined teachings of the references would have suggested to those of ordinary skill in the art.

11. Applicant argues Anderson (at col. 7, line 32 to col. 8, line 20) allows the user to select alternatives that are not operable. The Examiner cannot concur and argues the terminology "defect" was used for a specific SCM system example and was provided in the teachings of Anderson for purposes of explanation only of how the system tracks processes, wherein a "defect" is a maintenance request that the user may choose to select to resolve or instead select a different option, and once an option is chosen, provides the capability for combining an active display of the past, current, and future steps in an ongoing process with a series of associated decision panels and forms to be completed in order to carry out the steps.

12. Applicant argues Anderson does not teach that an assistant could or should constrain the user at all. The Examiner cannot concur. Anderson (col.7, lines 46-60) specifically suggests graying out buttons and/or not displaying options to the user, providing adequate support for constraining the user.

Conclusion

13. THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period

will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to ANGELA A. ARMSTRONG whose telephone number is (571)272-7598. The examiner can normally be reached on Monday-Thursday 11:30-8:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Richmond Dorvil can be reached on 571-272-7602. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Angela A Armstrong/
Primary Examiner, Art Unit 2626